

Job Title	Range ¹	Development Route	Duties	Level 2 Intermediate Apprenticeship	Level 3 Advanced Apprenticeship	Level 4 Higher Apprenticeship
Business Administration Apprentice	Apprentice Grade	Internal Apprenticeship Programme	<p>To learn and develop the skills to work with various teams in delivering services to Medway Council residents.</p> <p>To develop a wide range of skills and experience in all aspects of housing</p>	<p>First year Salary: £279.35 per week</p> <p>Apprenticeships are a mixture of 'on' and 'off' the job learning. Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.</p> <p>You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion.</p>	<p>First year Salary: £279.35 per week</p>	<p>First year Salary: £279.35 per week</p>
Corporate Debt Assistant	Range 3	Through internal Apprenticeship or experience supported with industry training	To contribute to the effective administration and recovery of all Corporate Debts including Council Tax, Business Rates, Housing Benefit Overpayments, Sundry Debt and other Miscellaneous Debt accounts in an efficient and effective manner and in accordance with all relevant legislation, regulations, policy and procedures on behalf of Medway Council.	<p>Salary: £25,752</p> <p><u>Requirements at this level:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> Five GCSE Grade 4 or above including Maths and English. Commitment to work towards completing Money Guiders Foundation. <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Debt recovery processes related to a financial services environment such as revenues and benefits, credit control, account reconciliation or a similar office-based environment. <p><u>Experience</u></p> <ul style="list-style-type: none"> Working within a customer facing or customer relations role within an office environment. Awareness of or some exposure to a financial services environment. 	<p>Salary: £28,242</p> <p><u>Requirements at this level in addition to level 3A:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> Completion of Money Guiders Foundation Completion of Money Guiders Tiers 1-3 including assessments <p><u>Knowledge</u></p> <ul style="list-style-type: none"> In depth understanding of legislation, policy and processes relating to an area of Corporate Debt recovery and to mentor other team members in that area. Supported working on other areas of debt recovery. Continued professional development to include relevant training. <p><u>Experience</u></p> <ul style="list-style-type: none"> Able to work independently within one area of debt recovery. Competent when using Corporate Debt systems: For example: NEC Revs and Bens system, the NEC Document Management system, Centro's Integra. 	<p>Salary: £30,732</p> <p><u>Requirements at this level in addition to level 3A and 3B:</u></p> <p><u>Qualifications</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> Accomplished understanding of relevant legislation related to more than one debt area and to demonstrate specialist technical knowledge across those areas. Continued professional development to include relevant training. <p><u>Experience</u></p> <ul style="list-style-type: none"> In depth understanding of multiple areas of debt recovery. Able to support residents with a variety of debt related tasks. Expert use of Corporate Debt systems.

				<ul style="list-style-type: none"> • Able to run system reports. • Can respond to customer enquiries. 	<ul style="list-style-type: none"> • Able to understand transactions and recognises inaccuracy and misallocations. • Can interpret reports with occasional supervision. • Confidently able to respond to enquiries and to complaints at stage 1. 	<ul style="list-style-type: none"> • Confidently able to interpret reports without supervision. • Can confidently justify and respond to complex enquiries and complaints.
				<p><u>Skills</u></p> <ul style="list-style-type: none"> • Basic applied understanding of Microsoft products (Word, Excel, Outlook, Teams) with support and guidance. • Can work unaided for periods of time and prioritise their own workload with some support and guidance from a manager or mentor. • Can make use of available resources to understand a problem and initiate problem solving, escalating more difficult or complex issues to a more experienced officer. • Awareness of appropriate methods of communication seeking support and guidance where needed. 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Competent user of Microsoft products. • Confident and timely responses to customer enquiries with ability to provide a detailed breakdown of their account. • Can work on all tasks with minimal support. • The ability to incorporate additional allocated tasks into day-to-day work, without intervention and communicate the results. • Able to initiate review of resources and make suggestions for improvements. • Independently able to select the most effective method of communication to engage with service users. Adapting language when communicating with a range of audiences where appropriate. • Can proactively explain processes and procedures to other team members checking their understanding. 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Can complete advanced functions using Microsoft products and able to guide and coach others within the team. • Can work independently on all tasks and prioritise planned and unplanned work effectively, including any tasks that are complex, with ability to provide guidance and support to others within the team. • Able to review processes, problem solve independently and create new resources to maximise efficiency and effectiveness. • Can present complex and/or sensitive information in an understandable way, using a variety of methods to suit the needs of a range of audiences.
Corporate Debt Officer	Range 4	Extensive on the job experience supported with technical industry training.	To contribute to the effective administration and recovery of all Corporate Debts including Council Tax, Business Rates, Housing Benefit Overpayments, Sundry Debt and other Miscellaneous Debt accounts in an	Salary: £31,283	Salary: £34,233	Salary: £37,181
				<u>Requirements at this level:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
				<u>Qualifications</u>	<u>Qualifications</u>	<u>Qualifications</u>

			<p>efficient and effective manner and in accordance with all relevant legislation, regulations, policy and procedures on behalf of Medway Council.</p>	<ul style="list-style-type: none"> • Money Guiders Foundation and Tiers 1-3¹ <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • An in-depth knowledge of administering relevant Local Authority Corporate Debt collection strategies and processes. <p><u>Experience</u></p> <ul style="list-style-type: none"> • A minimum of 2 years' experience of working specifically in a local authority debt team environment. • Demonstratable experience in dealing with more than one area of debt recovery. • Demonstrates expert use of systems. For example: NEC Revs and Bens system, the NEC Document Management and Centro's Integra. • Able to interpret reports. • Able to justify and confidently respond to complex enquiries complaints at stage 1. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Highly experienced in the use of Microsoft Word, Excel, and Outlook and to 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Ability to demonstrate an accomplished technical knowledge and understanding of relevant legislation related to more than one debt area accessing line manager support when required. • Able to apply knowledge to support residents accordingly and to provide a holistic approach to debt resolution. • Able to evidence application of knowledge through case resolution increased income generation. <p><u>Experience</u></p> <ul style="list-style-type: none"> • 3 years' cumulative experience of working specifically in a local authority debt team environment. • Ability to demonstrate experience, application and understanding of more serious collection processes relating to multiple debt areas. • Ability to demonstrate a wide understanding of customer needs and being able to manage their expectations independently. • To demonstrate experience in resolving technical and complex problems, recognising when to refer for guidance from other supporting teams and to use it to follow through to resolve an issue of an unprecedented nature to resolve the problem. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Excellent communication skills with the ability to utilise and present complex and/or 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Ability to independently demonstrate accomplished knowledge and understanding of legislative requirements that may be used to progress cases. • Knowledge of how to recover income across several technical or specialist areas of debt managed by the Corporate Debt team. • Ability to demonstrate a wide understanding of customer needs and being able to demonstrate resolution of complex problems. <p><u>Experience</u></p> <ul style="list-style-type: none"> • A minimum of 5 years' cumulative experience of working specifically in a local authority debt team environment covering 2-3 debt types. • Extensive experience of taking initiative in situations, able to identify own development needs and able to coach and work with others to share best practice and new knowledge. • Demonstrable experience of undertaking a wide range of activities within the technical or specialist area independently and without support. • Able to respond to stage 2 complaints, with some guidance. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Demonstrable ability to work independently within recognised procedures and
--	--	--	--	--	--	--

¹ This training can only be completed as an internal candidate. Any external appointment will need to complete as part of their induction programme within level A – but cannot progress to level B without completing.

				<p>be able to demonstrate new technology can be grasped quickly.</p> <ul style="list-style-type: none"> • Demonstrable ability to use analytical skills, to work independently to solve problems and to interpret complex information, to recommend and progress solutions to recover income due to the Council. • Ability to demonstrate creativity and opportunity to engage with residents. • To be able to demonstrate an ability to plan and prioritise own workload, to be proactive in case selection for progression. 	<p>sensitive information in an understandable way via an appropriate communication channel.</p> <ul style="list-style-type: none"> • To demonstrate an approach in understanding the issues faced by residents: for example: vulnerability and requiring financial welfare support. • Ability to undertake complex case assessments which may involve difficult calculations and to be able to present these to a range of audiences. • Able to provide coaching and mentoring to other colleagues within the team. 	<p>respond to problems where there are no recognised procedures and decisions are made without access to a manager.</p> <ul style="list-style-type: none"> • Demonstrates creativity in collection strategies, to recognise the variances in residents and to tailor an approach that resolves the case appropriately. • Able to coach and work with others to share best practice and new process knowledge. • Can deputise for Senior Officer.
Senior Corporate Debt Officer	Range 5	Extensive on the job experience, including team management, supported with technical industry training and continuous professional development.	<p>To be responsible for administering and collection of all Corporate Debts including Council Tax, Business Rates, Housing Benefit Overpayments, Sundry Debt, and other Miscellaneous Debt accounts in an efficient and effective manner and in accordance with all relevant legislation, regulations, policy, and procedures on behalf of Medway Council.</p> <p>To supervise the day-to-day work of the team in relation to either Council Tax and Business Rates or Housing Benefit Overpayments, Sundry Debt, and other Miscellaneous Debts in an efficient and effective manner and in accordance with all relevant legislation and regulations on behalf of Medway Council.</p>	<p>Salary: £37,732</p> <p><u>Requirements at this level:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Money Guiders Foundation and Tiers 1-3² <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • A comprehensive knowledge of administering relevant Corporate Debt collection strategies and processes. 	<p>Salary: £40,714</p> <p><u>Requirements at this level in addition to level 5A:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Working towards a level 5 professional qualification, to have identified relevant and appropriate course. <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Ability to demonstrate and independently apply an in-depth understanding of statutory and legislative requirements that may be used to progress cases and recover income across a technical or specialist area of debt managed by the Corporate Debt team. • Comprehensive legislative and procedural knowledge to independently and confidently represent Medway Council in the Magistrates Court to apply for Liability Orders and undertake Committal Hearings. • Ability to demonstrate a 	<p>Salary: £43,695</p> <p><u>Requirements at this level in addition to level 5A and 5B:</u></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Relevant Level 5 professional qualification in either: Leadership and Management, IRRV or CICM qualification. <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Expert procedural knowledge across all technical or specialist debt areas covered by the team. • Ability to use literacy, numeracy, and ICT skills to complete a wide range of highly complex tasks across all technical and specialist areas within the Corporate Debt Team.

² This training can only be completed as an internal candidate. Any external appointment will need to complete as part of their induction programme within level A – but cannot progress to level B without completing.

				<p>comprehensive procedural knowledge across a technical or specialist area of debt and be confident in sharing that knowledge with the team.</p> <ul style="list-style-type: none"> • Able to demonstrate and apply a high level of organisational, procedural and policy knowledge. <p><u>Experience</u></p> <ul style="list-style-type: none"> • At least 5 years' experience of working in a Local Authority Corporate Debt Team environment. • Ability to demonstrate experience of collection processes relating to different debt categories. • Demonstrable experience of supervising others and the ability to directly supervise a team and to organise your own work and that of the team. • Experience of working with computerised information where care, accuracy, confidentiality, and security is important. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, and Outlook • Demonstrable developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences. • Ability to undertake direct responsibility for the line management of others. • Demonstrable ability to use analytical skills and to work independently to solve problems. 	<p>comprehensive procedural knowledge across a technical or specialist area of debt and be confident in sharing that knowledge with the team.</p> <ul style="list-style-type: none"> • Able to demonstrate and apply a high level of organisational, procedural and policy knowledge. <p><u>Experience</u></p> <ul style="list-style-type: none"> • 3 years of managing a Corporate Debt Team. • Experience in identifying development needs and able to coach and work with others to share best practice and new knowledge. • The ability to provide direction and empower team members to achieve objectives and take responsibility and deal with actions and errors. • Experience in creating training plans, monitoring, and dealing with team performance. • Ability to deal with and resolve complex problems, recognising when to refer problems of an unprecedented nature. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to undertake complex case assessments which may involve difficult calculations and to be able to present these to residents and customers. • Ability to demonstrate a wide understanding of customer needs and being able to sensitively manage their expectations. • Ability to demonstrate an understanding of how the team works with other teams and takes a proactive approach towards providing a holistic approach to case management. • Can undertake a wide range of activities and deal with high levels of work-related pressure, deadlines, interruptions, or conflicting demands. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • 4 years of managing a Corporate Debt team covering a minimum of 3 debt types. • Leads in delivering initiatives and projects to improve the service and achieve increased income collection. • Fully competent in line managing the team including recruitment activities, staff development and performance management. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions are made without access to a manager. • Undertakes work that requires a range of imaginative solutions and responses and develops solutions or plans which take several months up to a year to formulate. • Can deputise on set tasks for Service Manager during periods of leave.
--	--	--	--	--	--	--

					<ul style="list-style-type: none">• To confidently deliver information, advice, and guidance on established internal procedures in relation to the Corporate Debt Team.	
--	--	--	--	--	---	--